Virtual Gateway
Provider Newsletter

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Common Intake Notes

Virtual Gateway release 2.1 contains several enhancements to Common Intake.

'Save and Add Another': All 'Add Another' buttons throughout the application are updated to say 'Save and Add Another' to clarify their functionality. These buttons not only allow the user to add another entry, but will also save the information that is currently entered.
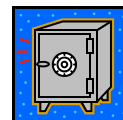
Applicant Information on Printed Pages: When a printable page is printed from a web browser, the application number, head of household name, and head of household social security number all appear on top of each printed page.

Validate Information on Submit Application Page: Just before a user submits an application, new logic confirms certain information related to 'employment', 'absent parents', and 'programs being applied for' is all entered correctly to reduce the number of applications submitted with missing information.

'Under the Guardianship of' as a Household Relationship: The 'Caretaker relative' and 'Care of (ward of or in the care of)' fields are removed from the Relationship dropdown on the Personal Information page. A new inverse relationship to 'Guardian' called 'Under the Guardianship of' takes the place of the options that were removed.

'Screen for Eligibility' link no longer appears on the Post-Login page: Log-in is not required to use the Screening tool. The Screening tool is still available via the Common Intake Dashboard.

'Asset Value as of Date' for Community Elders: An 'Asset value as of date' question is now asked on the Asset Information page for all MassHealth Community Elder applications. This question will appear as 'required.'

Additionally, the enhancements in release 2.1 will make Common Intake more user-friendly for vision-impaired individuals using a screen reader.

Assets for MassHealth Applicants Age 65 or Over

When completing a Virtual Gateway application for MassHealth "Traditional" applicants age 65 or over, it is very important that you indicate on the asset screens all of the applicants' assets.

This is a legal requirement, even if the applicant only wants to apply for the Uncompensated Care Pool. Please note that failure to indicate an applicant's assets, where you are aware that s/he has assets, is a serious omission which can result in, among other actions, termination of a member's eligibility and, in some cases a suspected fraud referral to the Commonwealth's Bureau of Special Investigations.
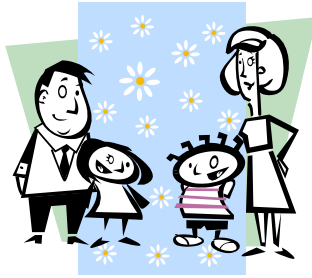
MassHealth Family Groups

When completing a MassHealth Virtual Gateway application, it is very important to include ALL members of a MassHealth Family Group. Only listing the applicant, for example, without including *ALL* Family Group members, has ramifications on eligibility and can in some situations slow the processing of an application.

You may recall that the topic of MassHealth Family Groups was covered in your initial VG training sessions. If you have questions about who should be included in a MassHealth application, please refer to the MBR instruction page. If you have further questions about Family Groups, please call a MassHealth Enrollment Center.

Employer Information

When completing the "Earned Income" screen of a Virtual Gateway MassHealth application, please be sure to provide as much information about the applicant's employer as possible.

This is important for a variety of reasons, such as matching verifications sent in to the correct applicant, and knowing whether the applicant may have access to employer-sponsored health insurance.

Virtual Gateway Help Desk

The Virtual Gateway Help Desk Staff is here to assist you.

800-421-0938
617-988-3301 (TTY)
9 AM to 5 PM, Monday – Friday